

EXHIBIT OSS – 53

TAFI screens

Telnet - 97.71.1.76 (AA)

File Edit Disconnect Script Session View Settings Go IntraNet™ Help

08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN [REDACTED] NAME [REDACTED]
00S [REDACTED] ADDRESS [REDACTED]

TN [REDACTED]

Queue Management? [REDACTED]

F2profile F3queued F4supervise F6exit

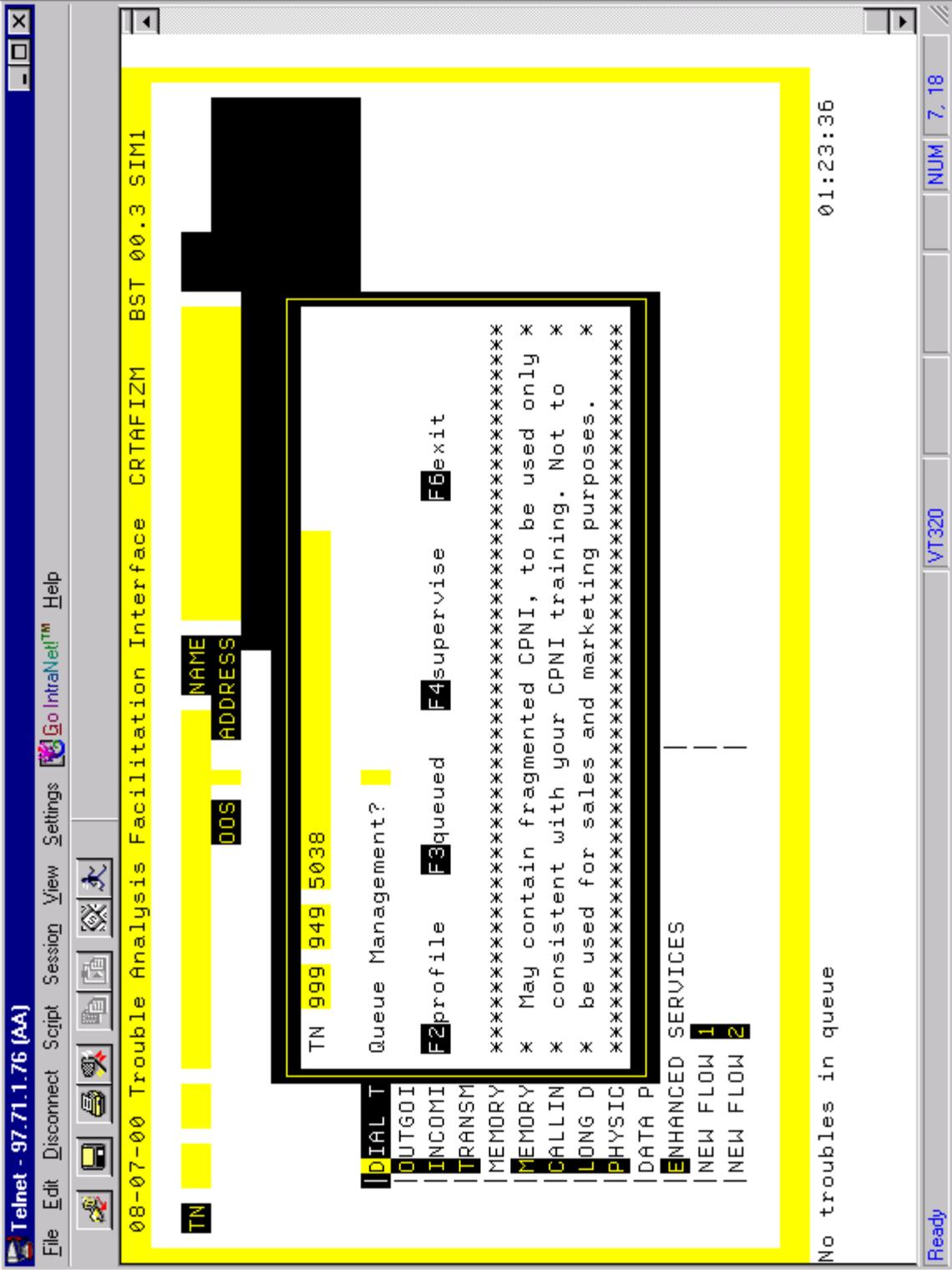
* May contain fragmented CPNI, to be used only *
* consistent with your CPNI training. Not to *
* be used for sales and marketing purposes. *

DIAL T
OUTGOI
INCOMI
TRANSM
MEMORY
CALLIN
LONG D
PHYSIC
DATA P
ENHANCED SERVICES
NEW FLOW 1
NEW FLOW 2

No troubles in queue

01:22:30

Ready VT320 NUM 7, 18



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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN 999 949 5038

NAME DUNCAN, JACK M 1AES

ADDRESS 867 RENEE DR , HAUGH

00S N

TKG RES MAINT CONTRACT TDG
2235 DAYS SINCE LAST TROUBLE
MCAL B-9995559141 FRAME 999-555-4948

TDG

Analyzing DownStream Systems

BOCRIS Data Available for 9999495038

00:10 01:24:26

Ready VT320 NUM 8, 2

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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

```

TN 999 949 5038      00S N
      TDG
      DIAL TONE
      OUTGOING CALL
      INCOMING CALL
      TRANSMISSION
      MEMORY SERVICE
      MEMORYCALL
      CALLING PLANS/BILLING (ANI)
      LONG DISTANCE
      PHYSICAL
      DATA PROBLEMS
      ENHANCED SERVICES
      NEW FLOW 1
      NEW FLOW 2
      TOUCHSTAR
      CALL FORWARDING
      FLEXIBLE CALL FORWARDING
      CALL WAITING
      CALL WAITING DELUXE
      INTERNET CALL WAITING
      CALLER ID
      VISUAL DIRECTOR
      RINGMASTER
      THREE WAY CALLING
      SPEED CALLING
      ANONYMOUS CALL REJECTION
      CALL PARK
      CALL RETRIEVE
      CALL PICKUP
      CALL HOLD
      AUTOMATIC CALLBACK
      DISTINCTIVE RING
      PRIVACY DIRECTOR
      MULTIPLE TRIGGERS
      TAES
      T TDG
      UBLE
      999-555-4948
  
```

BOCRIS Data Available for 9999495038 00:36 01:30:43

Ready VT320 NUM 3, 36

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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

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TN 999 949 5038          00S N
                                TDG
                                DIAL TONE
                                OUTGOING CALL
                                INCOMING CALL
                                TRANSMISSION
                                MEMORY SERVICE
                                MEMORYCALL
                                CALLING PLANS/BILLING (ANI)
                                LONG DISTANCE
                                PHYSICAL
                                DATA PROBLEMS
                                ENHANCED SERVICES
                                NEW FLOW 1
                                NEW FLOW 2
                                TOUCHSTAR
                                CALL FORWARDING
                                FLEXIBLE CALL FORWARDING
                                CALL WAITING
                                CALL WAITING DELUXE
                                INTERNET CALL WAITING
                                CALLER ID
                                VISUAL DIRECTOR
                                RINGMASTER
                                THREE WAY CALLING
                                SPEED CALLING
                                ANONYMOUS CALL REJECTION
                                CALL PARK
                                CALL RETRIEVE
                                CALL PICKUP
                                CALL HOLD
                                AUTOMATIC CALLBACK
                                DISTINCTIVE RING
                                PRIVACY DIRECTOR
                                MULTIPLE TRIGGERS
                                TAES
                                T TDG
                                UBLE
                                999-555-4948

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BOCRIS Data Available for 9999495038

01:10 01:31:17

Ready VT320 NUM 4, 36

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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN 999 949 5038 00S N

TDG

TOUCHSTAR
 CALL FORWARDING
 FLEXIBLE CALL FORWARDING
 CALL WAITING
 CALL WAITING DELUXE
 INTERNET CALL WAITING
 CALLER ID
 VISUAL DIRECTOR
 RINGMASTER
 THREE WAY CALLING

1AES
 TDG
 UBLE
 999-555-4948

DIAL TONE
 OUTGOING CALL
 INCOMING CALL
 TRANSMISSION

MEMORY SERVICE
 MEMORYCALL
 CALLING PLANS/BILLING
 LONG DISTANCE
 PHYSICAL
 DATA PROBLEMS
 ENHANCED SERVICES
 NEW FLOW 1
 NEW FLOW 2

VARIABLE CALL FORWARDING
 DON'T ANSWER CALL FORWARDING
 BUSY LINE CALL FORWARDING
 REMOTE ACCESS CALL FORWARDING
 CUSTOMER CONTROL OF BUSY LINE CALL FORWARD
 CUSTOMER CONTROL OF DON'T ANSWER CALL FORWARD
 MULTIPLE SIMULTANEOUS DON'T ANSWER CALL FORWARD
 MULTIPLE SIMULTANEOUS BUSY LINE CALL FORWARD
 REMOTE CALL FORWARDING

BOCRIS Data Available for 9999495038 01:33 01:31:40

Ready VT320 NUM 14, 30

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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN 999 949 5038 00S N

TOUCHSTAR
CALL FORWARDING

ADVISE customer not paying for service.
Does the customer want Call Forwarding?

NO service order activity
CRIS: Not Paying for CFWD

1AES
T TDG
UBLE
999-555-4948

ING
ING DELUXE
CALL WAITING

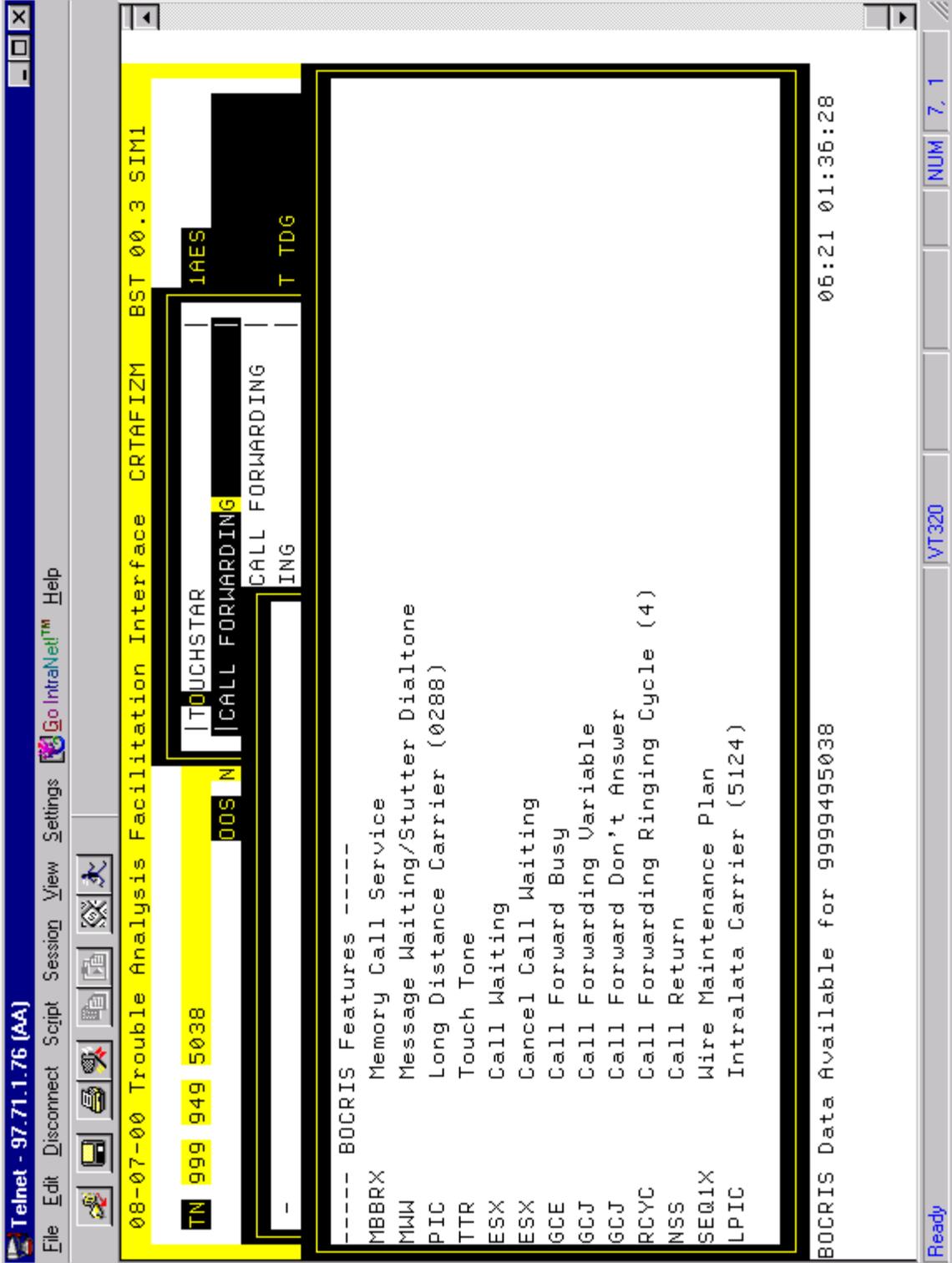
VISUAL DIRECTOR
RINGMASTER
THREE WAY CALLING

TABLE CALL FORWARDING

'T ANSWER CALL FORWARDING
Y LINE CALL FORWARDING
OTE ACCESS CALL FORWARDING
TOMER CONTROL OF BUSY LINE CALL FORWARD
TOMER CONTROL OF DON'T ANSWER CALL FORWARD
TIPLE SIMULTANEOUS DON'T ANSWER CALL FORWARD
TIPLE SIMULTANEOUS BUSY LINE CALL FORWARD
OTE CALL FORWARDING

BOCRIS Data Available for 9999495038 02:13 01:32:20

Ready VT320 NUM 6, 5



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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN 999 949 5038
00S N
TOUCHSTAR
CALL FORWARDING
T TDG

----- BOCRIS Features -----
MBBRX Memory Call Service
MW Message Waiting/Stutter Dialtone
PIC Long Distance Carrier (0288)
TTR Touch Tone
ESX Call Waiting
ESX Cancel Call Waiting
GCE Call Forward Busy
GCJ Call Forwarding Variable
GCJ Call Forward Don't Answer
RCYC Call Forwarding Ringing Cycle (4)
NSS Call Return
SEQ1X Wire Maintenance Plan
LPIC Intralata Carrier (5124)

BOCRIS Data Available for 9999495038 06:21 01:36:28

Ready VT320 NUM 7, 1



08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN 999 949 5038 00S N

TOUCHSTAR 1AES

CALL FORWARDING T TDG

CALL FORWARDING

ING

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----- BOCRIS Features -----
MBBRX Memory Call Service
MWW Message Waiting/Stutter Dialtone
PIC Long Distance Carrier (0288)
TTR Touch Tone
ESX Call Waiting
ESX Cancel Call Waiting
GCE Call Forward Busy
GCJ Call Forward Variable
GCJ Call Forward Don't Answr
RCYC Call Forward Ringing
NSS Call Return
SEQ1X Wire Maintenance Plan
LPIC Intralata Carrier (5124)

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TAFI MASTER HELP MENU

- |PHONE LIST
- |FEATURE AIDS
- |APPLICATION OVERVIEW
- |MAINTENANCE PLANS
- |TAFI HELP
- |USER NOTES

18:34 01:48:41

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08-07-00 Trouble Analysis Facilitation Interface CRTAFIZM BST 00.3 SIM1

TN 999 949 5038 00S N

TOUCHSTAR
CALL FORWARDING
ING
ING DELUXE
CALL WAITING

ADVISE CUSTOMER NOT PAYING FOR SERVICE.
DOES THE CUSTOMER WANT CALL FORWARDING?

NO SERVICE ORDER ACTIVITY
CRIS: Not Paying for CFWD

TABLE CALL FORWARDING

NOT ANSWER CALL FORWARDING
BUSY LINE CALL FORWARDING
DTE ACCESS CALL FORWARDING
DTE CONTROL OF BUSY LINE CALL FORWARDING
DTE CONTROL OF DON'T ANSWER CALL FORWARDING
DTE SIMULTANEOUS DON'T ANSWER CALL FORWARDING
DTE SIMULTANEOUS BUSY LINE CALL FORWARDING
DTE CALL FORWARDING

24:43 01:54:50

Ready VT320 NUM 6, 5

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CANCEL INITIAL REPORT

TN 999 949 5038 REPEAT N EC 999 UNIT 47147200
 LOC TDG

NAME DUNCAN, JACK M SUB N SO N
 ADDRESS 867 RENEER DR . HAUGH

REACH# ACCESS# CALLED#
 REMARKS OK/ REP BY
 TRBL DESC MEM ***** NOTE
 NARRATIVE CF not wkg-CRIS:Feature=N-.-

MTR: LINK:
 NEW COMM 08-08-00 1200P ACCESS: A B OS 07-29-95 0600P
 CUS DT CAT CD IRATE N CC N AS 07-29-95 0600P
 DT RECVD SUB: CLSALT NI N BC

TEST RES HANDLE MISC T1
 RECOMMEND CANCEL-Transfer To Business Office

CRTAFIZM
 30:19 02:00:26

Ready VT320 NUM 14, 13